

Tre Hargett, Secretary of State

## State of Tennessee



Division of Human Resources and Organizational Development

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### JOB ANNOUNCEMENT

#### **Assistant Director**

**Tennessee Department of State  
Division of Business Services**

#### **Mission**

The mission of the Office of the Secretary of State is to exceed the expectations of our customers, the taxpayers, by operating at the highest levels of accuracy, cost-effectiveness, and accountability in a customer-centered environment.

**Summary:** An employee in this position is responsible for the day-to-day management and operation of all units in the Business Services Division; overseeing all aspects of production and staff utilization to ensure the prompt, accurate and complete processing, maintenance and retrieval of documents and other information for which the division is responsible.

#### **Duties/Responsibilities**

- Assist the Director of Business Services and coordinate with supervisors to carry out the directives of the Secretary of State and the Director by establishing goals and objectives for the division, and ensuring that resources are allocated accurately and efficiently to achieve these goals.
- Assist with the planning, organizing, directing, leading, and evaluation of operations for the division.
- Work, in conjunction with supervisors, to exceed customer expectations by responding to customer questions and resolving customer grievances.
- Prepare and analyze performance metrics and filing data reports for the division.
- Monitor, review and provide feedback on employee and supervisor performance.

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The Department of State is an equal opportunity, equal access employer.

- Assist supervisors in resolving employee performance problems and disputes.
- Assist in the development, implementation, and updating of the Strategic Plan and the Information Systems Plan.
- Assist in the development, testing, implementation, and updating of filing database applications.
- Coordinate and serve as the division point of contact for Requests for Information, Requests for Proposals, and contracts.
- Provide business entity filing data for the Tennessee Quarterly Business and Economic Indicators Report.
- In the absence of the Director of Business Services, serve as head of the division and oversee all operations.
- Other duties as required.

## **Qualifications**

### Minimum Education and Experience:

- Graduation from an accredited four-year college or university with a bachelor's degree with a major in accounting, business, non-profit management, information systems, or similar field.
- At least three (3) years of increasingly responsible experience preferably in a relevant business or public sector environment.

### Preferred Education and Experience:

- At least two (2) years of experience managing people in the most recent five (5) year period.
- A graduate degree in business, accounting, finance, math, information systems, engineering or statistics.

Knowledge and Abilities:

- High level of technological proficiency in Microsoft Word, Excel, and Access or other database software.
- Thorough knowledge of operations of state and local governments, public administration, legislative process, and general research methods.
- Ability to deal tactfully with the public, co-workers and members of the General Assembly.

Other Information

Salary Range:                      \$65,000 - \$75,000

To apply, please email your letter of interest and resume to the Division of Human Resources & Organizational Development, [sos.hr@tn.gov](mailto:sos.hr@tn.gov) by Thursday, April 13, 2017.